

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking on the
Commission's Own Motion to Establish
Consumer Rights and Consumer Protection Rules
Applicable to All Telecommunications Utilities.

Rulemaking 00-02-004
(Filed February 3, 2000)

**ASSIGNED COMMISSIONER'S RULING
SETTING PUBLIC PARTICIPATION HEARINGS AND
REQUIRING NOTICE BY AFFECTED UTILITIES**

This ruling provides notice of the schedule and locations for public participation hearings (PPH) in this proceeding; and requires affected telecommunications utilities to provide PPH notices to their subscribers.

Public Participation Hearings

In crafting telecommunications consumer protection rights and rules, the Commission would like to hear from a wide variety of affected interests and has been actively encouraging the broadest possible participation. In Order Instituting Rulemaking (R.) 00-02-004 the Commission indicated its intention to hold PPHs in June and July, 2000 to gather input from the general public. There will also be an opportunity at each PPH for consumers to work with Commission staff and company representatives on their telephone billing problems. This ruling establishes the following schedule and locations for those PPHs:

**Thursday, June 15, 2000
7:00 p.m.**

**The Northeast Valley Senior
Multipurpose Center
11300 Glenoaks Blvd.
Pacoima, CA**

Monday, June 19, 2000
Afternoon and Evening Sessions
1:00 p.m. and 7:00 p.m.

Commission Auditorium
California Public Utilities Comm.
505 Van Ness Avenue
San Francisco, CA

Saturday, June 24, 2000
5:00 p.m.

Riverside Convention Center
3443 Orange Street
Riverside, CA

Monday, July 10, 2000
Afternoon and Evening Sessions
1:00 p.m. and 7:00 p.m.

Auditorium and Room 4061
Employment Development Dept.
722 Capitol Mall
Sacramento, CA

Tuesday, July 11, 2000
7:00 p.m.

Fresno Convention Center
Selma Kingsburg Room
700 "M" Street
Fresno, CA

Thursday, July 13, 2000
Afternoon and Evening Sessions
1:00 p.m. and 7:00 p.m.

Morris Dailey Auditorium
San Jose State University
One Washington Square
San Jose, CA

Monday, July 17, 2000
7:00 p.m.

The Forum on Marsh
Main Room & Consultation Room
751 Marsh Street
San Luis Obispo, CA

Thursday, July 27, 2000
7:00 p.m.

Santa Monica Public Library
Main Room & Consultation Room
1343 6th Street
Santa Monica, CA

Monday, July 31, 2000
Afternoon & Evening Sessions
1:00 p.m. and 7:00 p.m.

Scottish Rite Center
1895 Camino del Rio South
San Diego, CA

Wednesday, August 9, 2000
Afternoon & Evening Sessions
1:00 p.m. and 7:00 p.m.

**Long Beach Convention &
Entertainment Center**
300 East Ocean Boulevard
Long Beach, CA

Thursday, August 10, 2000
Afternoon & Evening Sessions
1:00 p.m. and 7:00 p.m.

City Hall Council Chambers
1600 Beverly Boulevard
Montebello, CA

Tuesday, August 15, 2000
Afternoon & Evening Sessions
1:00 p.m. and 7:00 p.m.

Fullerton College Auditorium
321 East Chapman Avenue
Fullerton, CA

Parties desiring expedited or daily transcripts should advise the Chief Hearing Reporter by telephone at (415) 703-2288 no later than three days prior to the first day of hearing.

PPH Notices To Customers

In R.00-02-004 the Commission is considering what consumer rights and consumer protection rules should be established for the Commission-regulated telecommunications industry as a whole. The rulemaking order listed five classes of affected telecommunications carriers: Interexchange Carriers (IEC), both tariffed and non-tariffed; Commercial Mobil Radio Service carriers (CMRS), a.k.a. wireless; Competitive Local Exchange Carriers (CLC); and Incumbent Local Exchange Carriers (ILEC). Informing members of the public who use these services of the forthcoming PPHs will require that all affected carriers provide timely notice to their subscribers. The attached PPH notices have been prepared for that purpose.

Carriers should transmit PPH notices in both English and Spanish, either by mailing them postage prepaid directly to subscribers or by including notices with subscribers' regular bills. Some carriers bill their subscribers electronically over the Internet, and in those cases customers are presumably accustomed to and would accept notices similarly transmitted. Not all Commission-regulated telecommunications carriers bill their subscribers directly -- many rely on the billing services of other regulated carriers. Where that occurs, provision has been made below to avoid requiring dual notices.

To ensure every subscriber receives timely PPH notice, each telecommunications utility will be required to report its compliance to the Public Advisor's Office as set forth below.

IT IS RULED that:

1. Public Participation Hearings before assigned Commissioner Carl Wood shall be held as set forth above.
2. All Commission-regulated telecommunications utilities shall provide to their subscribers not later than June 5, 2000, the information in the attached public participation hearing notices in both English and Spanish. Notices shall be provided through the same medium normally employed by the utility for its regular billings to those subscribers, and may be sent with the regular bills or may be sent separately. Telecommunications utilities whose subscriber billings are included in statements sent by other Commission-regulated utilities need not send to their subscribers duplicate notices provided the primary billing utility complies with this notice requirement for those subscribers.
3. Telecommunications utilities may consult with the Commission Public Advisor's Office if they believe they have unique circumstances which require modifying the specific language in the notices. Modifications to the language

may be made only with the Public Advisor's or assigned Administrative Law Judge's prior consent.

4. Every Commission-regulated telecommunications utility shall provide to the Public Advisor's Office not later than June 9, 2000, a compliance letter certifying that it has complied with the requirement of Ruling Paragraph 2 above, stating the date(s) notices were sent to subscribers and the approximate number of subscribers so notified, and attaching one copy of the actual notices used. Utilities relying on the billing services of other Commission-regulated utilities to provide the notices to their subscribers as permitted under Ruling Paragraph 2 shall state the name of the regulated telecommunications utility they have relied on.

5. The Executive Director shall cause a copy of this Ruling to be served on all parties of record in this proceeding or their attorneys of record, and all Commission-regulated telecommunications utilities.

Dated April 19, 2000, at San Francisco, California.

Carl Wood
Assigned Commissioner

CERTIFICATE OF SERVICE

I certify that I have by mail this day served a true copy of the original attached Assigned Commissioner's Ruling Setting Public Participation Hearings and Requiring Notice by Affected Utilities on all parties of record in this proceeding or their attorneys of record, and all Commission-regulated telecommunications utilities.

Dated April 19, 2000, at San Francisco, California.

Kris Keller

N O T I C E

Parties should notify the Process Office, Public Utilities Commission, 505 Van Ness Avenue, Room 2000, San Francisco, CA 94102, of any change of address to insure that they continue to receive documents. You must indicate the proceeding number on the service list on which your name appears.

The Commission's policy is to schedule hearings (meetings, workshops, etc.) in locations that are accessible to people with disabilities. To verify that a particular location is accessible, call: Calendar Clerk (415) 703-1203.

If specialized accommodations for the disabled are needed, e.g., sign language interpreters, those making the arrangements must call the Public Advisor at (415) 703-2074 or TDD# (415) 703-2032 five working days in advance of the event.